

## Provider Monitoring Report - Actions Required For Each Key Element Based on Rating Received

Domain	Key Element	Worksheet	Action Required Based On Rating			
			High or Not Rated	Moderate	Low	Cutoff for Low Rating
Quality Management	1A1 - QM Plan (Documentation)	1	None	POC	POC	Qualitative
	1A2 - QM Plan/Activities (Staff Understanding)	3	None	REC	REC	<75%
	1B1 - QA/QI Activities (Documentation)	1	None	REC	POC	Qualitative
	1C1 - Use of Data for QM (Documentation)	1	None	REC	POC	Qualitative
	1D1 - Use of Incident/Complaint Data for RM (Documentation)	1	None	POC	POC-FM	Qualitative
	1D2 - Use of Incident/Complaint Data for RM (Staff Understanding)	3	None	REC	REC	<75%
	1E1 - Safeguarding Rights (Documentation)	1	None	POC	POC	Qualitative
Protection From Harm - Provider Response to Incidents and Complaints	2A1 - Incident Reporting (Categorization)	6	None	REC	POC	<75%
	2A2 - Incident Reporting (Notification)	6	None	POC	POC-FM	<75%
	2B1 - Timely Submission of Incidents (Documentation)	6	None	POC	POC	<75%
	2C1 - Response to Incidents (Documentation)	6	None		POC-FM	<90%
	2C2 - Response to Incidents (Staff Interview)	3	None		POC-FM	<90%
	2D1 - Response to Complaints (Documentation)	6	None		POC-FM	<90%
	2E1 - POC Submission and Implementation (Documentation)	6	None		POC-FM	<90%
Staff Competencies and Experience	3A1 - Qualifications/Experience (Documentation)	2	None	POC-FM	POC-FM	<75%
	3B1 - Background Checks (Documentation)	2	None		POC	<100%
	3C1 - Job Description/Understanding (Documentation)	2	None	REC	POC	<75%
	3C2 - Job Description/Understanding (Staff Interview)	3	None	REC	REC	<75%
	3D1 - Clinical Supervision (Documentation)	2	None	POC	POC	<75%
	3D2 - Clinical Supervision (Staff Interview)	3	None	REC	POC	<75%
	3E2 - Individual-Specific Training (Staff Interview)	3	None	REC	POC	<75%
	3F1 - Required Training (Documentation)	2	None	POC	POC	<75%
	3F2 - Required Training Tracking System (Documentation/Interview)	3	None	REC	REC	<75%
Person Centered Planning	4A1 - Introductory PCP (Documentation)	4	None	REC	REC	<75%
	4B1 - PCP Incorporates Assessment (Documentation)	4	None	POC	POC	<75%
	4C1 - Plan Addresses Individual's Needs (Documentation)	4	None	POC	POC	<75%
	4C2 - Plan Addresses Individual's Needs (Interviews)	5	None	REC	POC	<75%
	4D1 - Crisis Plan (Documentation)	4	None	POC-FM	POC-FM	<75%
	4E1 - QP Monitors Implementation & Revises (Documentation)	4	None	POC-FM	POC-FM	<75%
	4E2 - QP Monitors Implementation & Revises (Interviews)	5	None	POC	POC-FM	<75%
Person Centered Services and Supports	5A1 - Service Implementation (Documentation)	4	None	POC-FM	POC-FM	<75%
	5A2 - Service Implementation (Interviews)	5	None	POC	POC-FM	<75%
	5B1 - Coordination of Services (Documentation)	4	None	REC	POC	<75%
	5C1 - Need for Changes Communicated (Documentation)	4	None	POC	POC-FM	<75%
Individual Rights	6A1 - Informed of Complaints Process (Interviews)	5	None	POC	POC-FM	<75%
	6B1 - Informed of Rights (Documentation)	4	None	POC-FM	POC-FM	<75%
	6B2 - Informed of Rights (Interviews)	5	None	POC	POC-FM	<75%
	6C1 - Funds/Possessions (Documentation)	4	None		POC-FM	<90%
	6C2 - Funds/Possessions (Interviews)	5	None		POC-FM	<90%
	6D1 - Restrictive Interventions (Documentation)	4	None	POC-FM	POC-FM	<75%

## KEY

REC	Recommendation For Improvement
POC	Plan of Correction
POC-FM	Plan of Correction with Focused Monitoring